

SOCIAL WORK PROGRAM MANAGER

General Definition of Work:

Performs complex level responsible management and supervision work in the guidance, coordination, and delivery of social work programs and services of a section (several units) of the Child Welfare Division within the Human Services Department. Work is circumscribed by federal, state, and county constraints, but within those constraints the employee exercises independent judgment and initiative. Work is performed under the regular supervision of a Social Work Program Administrator. Supervision is exercised over social work supervisors, professional, and/or support staff.

FLSA: Exempt

Essential Functions:

- **Planning, directing, managing, and monitoring the delivery of a child welfare program and services section.**
- **Oversees the reviewing of casework, holding conferences, and assisting social workers in resolving difficult case situations.**
- **Consulting with subordinate supervisors on issues impacting program goals, objectives, policies and the delivery of services.**
- **Modifying or changing work assignments to maintain a balanced workload among subordinate staff.**
- **Ensuring compliance with local, state and federal regulations. Interpreting and providing guidance on regulations and procedures.**
- **Assisting with the development, monitoring and yearly evaluation of program goals, performance measures, and annual budget.**
- **Preparing and maintaining records, files, reports, and confidentiality.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Typical Tasks:

- Responsible for supervising, training, and evaluating staff and has substantial influence in hiring and other employment decisions.
- Manages special client situations and problems which include: serving as expert resource to social work supervisors and social workers; conducting periodic meetings; and seeking creative solutions and resources.
- Implements changes in work procedures to meet program demands and presents recommendations to management which impact programmatic goals, objectives, and policies.
- Participates in preparing the division's annual budget and ongoing monitoring of program expenditures.
- Coordinates services provided by vendors and community groups which includes assessing community needs, negotiating agreements for service provision, and monitoring ongoing operations.
- Maintains positive community relations which includes meeting with various groups and organizations, representing the department on various boards and committees, and fielding and responding to inquiries and complaints.
- Ensures compliance with applicable laws and regulations by monitoring changes and adjusting procedures as necessary.
- Develops public awareness, support, and endorsement for assigned programs through presentations to civic, public, and private organizations.
- May perform social work supervisory and/or social worker functions.
- May travel to homes, schools, health facilities, and other service agencies. May transport clients.
- Performs related tasks as required to potentially include but not limited to emergency shelter operations.

Knowledge, Skills and Abilities:

Thorough knowledge of methods and principles of casework supervision and training; of social work principles, techniques and practices and their application to specific casework and community problems; of behavioral and socioeconomic problems and their treatment and governmental and private organizations and community resources; of the laws, regulations and policies which govern social work programs. Knowledge of medical terminology and disease processes and/or mental retardation/development programs and behavior management techniques. Working knowledge of office equipment and computers and applicable software applications. Skill in supervising, training, or orienting lower-level social workers, students, interns, or other staff. Ability to express ideas clearly and concisely and to plan and execute work effectively; to establish and maintain effective working relationships with clients and their families, a variety of medical and psychological professionals, law enforcement, court officials, attorneys, community agencies and the general public; and to attend work regularly.

Education and Experience:

Requires master's in social work and three years of directly related experience, two of which was in a supervisory capacity; or a bachelor's degree in social work and four years of directly related experience, two of which were in a supervisory capacity; or a master's degree in a counseling field and four years of directly related experience, two of which were in a

supervisory capacity; or a bachelor's degree in a human services field or related curriculum and five years of directly related experience, two of which were in a supervisory capacity; or a bachelor's degree and six years of directly related experience, two of which were in a supervisory capacity. Degree must be from an appropriately accredited college or university. Directly related experience is defined as human services experience in the areas of case management, assessment and referral, supportive counseling, intervention, psycho-social therapy and treatment planning. Half credit will be given for years of experience in income maintenance casework up to a maximum of one year credit. An equivalent combination of education and experience may be accepted.

One year of work experience can be credited for completion of the North Carolina social work collaborative.

Physical Requirements:

This is normally light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; some work may require the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work may require climbing stairs for home visits, kneeling, standing and/or walking while interviewing various parties; reaching and fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately or loudly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of office machines, determining accuracy, neatness, and thoroughness of work, and observing general surroundings and activities; the worker is subject to contact with irate clients and/or family members; homes that may be poorly maintained or unsafe living conditions. The worker may be exposed to blood borne pathogens and may be required to wear specialized personal protective equipment.

Special Requirements:

Position may require possession of an appropriate driver's license valid in the State of North Carolina. Position is a safety-sensitive position as defined by the Drug Free Workplace Policy. Position may occasionally require after hours work. Employees are responsible for supervising approximately twelve to twenty-four professional employees. Other staff may include paraprofessionals, chore providers, volunteers, interns and contracted professionals.

Child Welfare position: Must possess or attend and complete the required NC state child welfare pre-service training and in-service training.

HR 1-14-2014